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FOR NEA/ARPI AND A/OPR

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TAGS: [PREL](#) [AINT](#) [AINF](#) [KU](#)

SUBJECT: EMBASSY KUWAIT COMMENTS ON THE DEMARCHE WEBSITE

¶1. Embassy Kuwait applauds the creation of the Language Services web page where demarche translations can be downloaded. We have used the site several times and it has helped us to deliver demarches and convey complex points in a timely fashion. After months of using the site, however, we have identified areas for possible improvement to facilitate use of the web page and to encourage other posts to take advantage of this service:

-- Highlight the link to the demarche search engine. It is currently buried in the FAQ lists and first-time users have to search for it.

-- Simplify the search feature. Users currently must know the entire office symbol if not searching for a demarche or talking points by subject matter. Users should be able to simply search by bureau, IO or PM for example.

-- Make demarches available as word documents instead of PDF files. At times, posts need to edit talking points/non-papers and when such documents are saved as PDF files, the user must cut and paste text, resulting in an unprofessional looking document to be delivered to a host government ministry.

-- Do not translate instructions for posts. It would be helpful if directions such as "if asked," "insert complimentary closing," or "for embassies x, y, and z" were left in English. There is a risk that when instructions are translated, an officer having limited language skills might deliver to a host government the U.S. global strategy for an issue, thus undermining the U.S. position in international fora.

¶2. Embassy Kuwait looks forward to continued modifications to the site and hopes that all bureaus will take advantage of this resource to regularly make demarches and background information available in languages other than English.

Visit Kuwait's Classified Website:

<http://www.state.sgov.gov/p/nea/kuwait/>

You can also access the site through the
State Department's Classified SIPRNET website

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